

BuddyTalk



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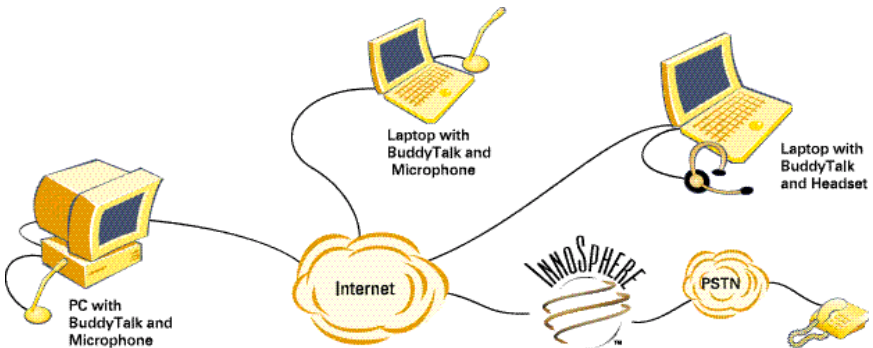
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Introduction

InnoMedia™ BuddyTalk uses your Internet account to make long-distance calls. The cost for these long-distance calls over the Internet to other BuddyTalk users is just the cost of your Internet service or local call. **Voice-over-IP (VoIP)** technology allows you to send digital information over the Internet instead of, or in conjunction with, the PSTN (public switched telephone network), dramatically reducing the cost of the call. BuddyTalk works with your full-duplex soundcard to deliver high-quality voice communications using a microphone and speakers or a PC headset. It works with whatever connection to the Internet you use: a dial-up connection using your PC's internal or external modem, or a direct connection using your xDSL modem, your cable modem, or a global IP network.

Calling someone who does not have a BuddyTalk is easy thanks to InnoMedia's BuddyTalk™ network. The BuddyTalk network is InnoMedia's global termination network designed to provide high-quality IP telephony calls from your BuddyTalk to any phone in the world at possibly the lowest long-distance rates currently available. Calls made over the Internet from your BuddyTalk to any other BuddyTalk user carries no additional costs.



InnoMedia's BuddyTalk lets you make calls to any phone in over 200 countries at some of the lowest long-distance rates currently available. An BuddyTalk account is needed to make calls. To create an account, simply go to <http://www.buddytalk.net>.

Features

- ◆ Free global calling between BuddyTalk users
- ◆ Talk and surf at the same time—no need for a second phone line. Surf the web or use any other PC application while placing calls over the Internet
- ◆ Digital voice quality through patent-pending thin-client technology
- ◆ Low rates to over 200 countries
- ◆ Works with your full-duplex soundblaster sound card

Before You Begin

The README file contains information not available at the time of printing. Read the file before you continue. In addition, read the following:

- ◆ System Requirements
- ◆ Network Requirements
- ◆ Document Conventions

System Requirements

Minimum system requirements for BuddyTalk:

- ◆ 100% IBM® compatible PC
- ◆ Intel® Pentium® or AMD® K6® processor at 200 MHz or higher
- ◆ Microsoft® Windows® 98, Windows Millennium Edition (Me) or Windows 2000
- ◆ 24 MB RAM for Windows 98 and Windows Me (32 MB recommended), 64 MB RAM for Windows 2000
- ◆ 7 MB free hard disk space for installation
- ◆ A Full-duplex sound card
- ◆ Microphone and speakers, or headset
- ◆ CD-ROM drive installed

Network Requirements

- ◆ Dial-up, xDSL, cable Internet access
- ◆ 28.8 Kbps or faster Internet connection (56 Kbps recommended)* with public IP address

*Voice quality depends on your ISP connection and available bandwidth

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Chapter 1: Installing and Uninstalling BuddyTalk

Installing BuddyTalk

Follow the easy steps below to install and start using BuddyTalk.

1. Place the Installation CD into your CD-ROM Drive
2. Follow the on-screen prompts to complete the installation of the BuddyTalk application.

Enter User and Device Information

1. Once the software is installed, the **Device Configuration** dialog box will appear.
 - a. If not, click **Start** ⇒ **Programs** ⇒ **InnoMedia** ⇒ **InnoMedia BuddyTalk**.

BuddyTalk - Device Configuration

Personal Information

*First Name:

*Last Name:

Address:

City:

State/Province:

*Country/Region:

Zip/Postal Code:

* = Required

Account Information

User ID:

Password:

Buy Credit:

E-Mail Configuration

*E-Mail Address: (e.g. MyName@MyISP.com)

Phone Number

*CountryCode: AreaCode: Phone Number: Device Number:

Do not disclose Address, Phone Number and E-Mail Address information in Global Search

2. For your BuddyTalk to work, you need to register your device with InnoMedia by entering the appropriate information in this dialog box.
 - a. You must enter the information in the fields marked with an asterisk (*).
 - b. Enter the rest of your **Personal Information** to help others search for you in BuddyTalk's Global Search. The only information displayed in a search is: your online status, Device number, name, city, and country. All other information is kept private from other BuddyTalk users.

The **Device Configuration** dialog box appears only once. To edit this information again, see "Device Configuration" on page 21.

If you click the **Do not disclose Address, Phone Number and E-Mail Address information in Global Search** option, other BuddyTalk users will be prevented from viewing your private information when they search for you online.

3. Enter your **User ID** and **Password** in the **Account Information** section. If you do not have an account, you may go to <http://www.buddytalk.net> to obtain one. This account allows you to make PC-to-Phone calls.
4. Click the **OK** button.
5. To begin making phone calls, proceed to Chapter 2, "Making BuddyTalk Calls."

To learn more about using InnoMedia BuddyTalk, see Chapter 3, "Using InnoMedia BuddyTalk."

Uninstalling and Reinstalling BuddyTalk Software

If for some reason your installation was not done properly, you may need to remove the BuddyTalk software and then reinstall it.

To remove the BuddyTalk program:

1. Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
2. In the **Control Panel** window, double-click the **Add/Remove Programs** icon.
3. Select **InnoMedia BuddyTalk** and then click the **Add/Remove** button.
4. Click the **OK** button.

Refer to the earlier sections in this chapter to reinstall the software.

Chapter 2: Making BuddyTalk Calls

When you turn on your PC, BuddyTalk is started automatically and appears as an icon in the system tray at the bottom-right of your PC's screen.



If you do not see the icon, click **Start** ⇨ **Programs** ⇨ **InnoMedia** ⇨ **InnoMedia BuddyTalk**. The icon will then appear in your system tray.

This chapter describes how you can start making calls once you have installed BuddyTalk. To learn more about the functions and features of InnoMedia BuddyTalk, see Chapter 3, “Using InnoMedia BuddyTalk.”

You can use either an attached microphone, in which case you will hear the other person's voice from your speakers, or you may use a PC headset which attaches to both your mic and speaker outputs on your soundcard.

Making a PC-to-Phone call

If the person you wish to call does not have BuddyTalk installed, you can use the BuddyTalk service to complete the call instead of using your normal long distance carrier. InnoMedia's BuddyTalk network lets you complete the call at some of the lowest long-distance rates currently available. To learn how you can check these calling rates, see “Check PC-to-Phone Calling Rates” on page 21.

1. Connect to your ISP.
2. After you have successfully connected to your ISP, click the BuddyTalk icon in your system tray to show the InnoMedia BuddyTalk interface.
3. Ensure that “LogOn OK” is displayed on the status screen before you start dialing.
4. The default calling mode is PC-to-PC, so you will need to click PC-to-Phone in the GUI display.

5. Enter the phone number you wish to dial:

a. Click the numbers on the dialpad; **or**

Use your keyboard to enter the phone number

If you make a mistake, click the CLEAR button at the bottom-right of the interface.

It is not necessary to enter an international access code for international calls. All PC-to-phone calls from BuddyTalk should be dialed in the form of *country code + area code + phone number*.

For example, if the country code is 55, area code is 99 and the phone number is 1234567, then dial: 55991234567. For U.S. calls, the format would be 1-408-555-1212.

Once you have entered the number you wish to call, click the **Call/Hang** up button on the BuddyTalk interface

When connected, the remaining time available for your BuddyTalk account will also be displayed on the status screen.

6. To terminate the call, click the **Call/Hang** up button on the BuddyTalk interface.



For instructions on how you can buy more BuddyTalk minutes, see “Recharge Account” on page 21.

Making a PC-to-PC call

To make a call to another BuddyTalk user, you must know his or her BuddyTalk Device number. If you do not know the number, you can try to locate the user with InnoMedia BuddyTalk's Global Search. See "Global Search" on page 21 for more details.

1. Connect to your ISP.
2. After you have successfully connected to your ISP, click the BuddyTalk icon to show the InnoMedia BuddyTalk interface.
3. Ensure that "LogOn OK" is displayed on the status screen before you start dialing.
4. Make sure that you are in PC-to-PC mode. You can click on PC-to-PC in the BuddyTalk interface to change your mode
5. Enter the Device number of the person you wish to call:
 - a. Click the numbers on the dialpad; **or**

Use your keyboard to enter the phone number

If you make a mistake, click the CLEAR button at the bottom-right of the interface.

Once you have entered the number you wish to call, click the **Call/Hang** up button on the BuddyTalk interface

6. To terminate the call, click the **Call/Hang** up button on the BuddyTalk interface.



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Chapter 3: Using InnoMedia BuddyTalk

InnoMedia BuddyTalk is a software control panel that not only lets you make calls, it also allows you to do the following:

- ◆ Control BuddyTalk's mode of operation
- ◆ Monitor the status of BuddyTalk and ongoing calls
- ◆ Use speed dialing features
- ◆ Access address books

This chapter describes the various functions of the BuddyTalk interface. To view the InnoMedia BuddyTalk interface:

Click the **BuddyTalk** icon in the system tray at the bottom right of your Windows desktop.

If you do not see the icon, do the following:

1. Click **Start** ⇒ **Programs** ⇒ **InnoMedia** ⇒ **InnoMedia BuddyTalk**.
The icon will appear in your system tray.
2. Click the icon to view the InnoMedia BuddyTalk interface.

System Menu

Shows a pop-up menu with links to visit BuddyTalk.InnoMedia.com.

Help button

Opens the online user guide.

BuddyTalk button

Connects you to InnoMedia's BuddyTalk service. Click here for more information.

BuddyTalk Modes

Volume Control

Click the bars to adjust the desired volume level.

Call Status Screen

Displays various messages during system operation.

Mute on/off indicator

Call Timer

Shows the elapsed time for a PC-to-Phone call.

Call (blue receiver)/
Hang up (red receiver)

Call History

Shows the list of recent incoming and outgoing calls. See page 3-4.

Global Search

Lets you search for other members of the BuddyTalk community. See page 3-7.

Memory Menu

Shows a pop-up menu of up to 10 speed-dial numbers. See page 3-4.

Address Book

Stores your personal address book entries. See page 3-5

Options

Allows you to change the settings for Dial-up Networking and Device Configuration, check calling rates and buy more BuddyTalk minutes. See page 3-8.

BuddyTalk button

Shows a pop-up menu of links to InnoMedia and BuddyTalk websites, services and information.

Clear button

Clears the last number entered.



BuddyTalk Modes

There are two BuddyTalk modes of operation: **PC-to-PC** and **PC-to-Phone**. The highlighted button on the interface indicates the current status. Click to select the desired mode.

PC-to-PC Mode

This mode allows you to make BuddyTalk to BuddyTalk calls and is the default mode of operation. For instructions on making calls in this mode, see “Making a PC-to-PC call” on page 12.

PC-to-Phone Mode

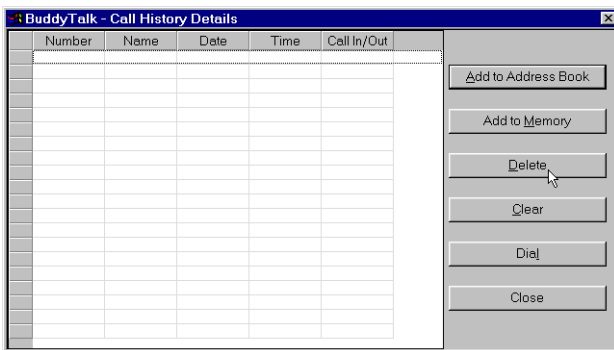
This mode allows you to make calls via the BuddyTalk long-distance service at significantly reduced rates. Click the **PC-to-Phone** button to set this mode for the next call that you attempt.

When you hang up a PC-to-Phone call, the mode will automatically switch to the **PC-to-PC** mode for subsequent calls.

For instructions on making calls in this mode, see “Making a PC-to-Phone call” on page 11.

Call History

Click the Call History button to view the Call History Details dialog box. It shows the list of recent incoming and outgoing calls. The most recent number is listed first.



- ◆ To call a number again in the list, select the number and then click the **Dial** button.
- ◆ To add a number to the Address Book, select it and click the **Add to Address Book** button.
- ◆ To add a number as a speed-dial number in the Memory Menu, click the **Add to Memory** button.

Memory Menu

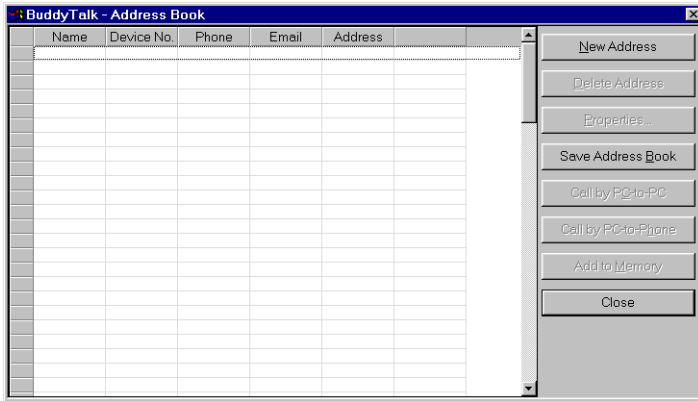
Click the **Memory Menu** icon to show up to 10 speed-dial numbers. Just select the desired number in the menu to initiate the call.

- ◆ To store a speed-dial number in this Memory Menu, select a number from the **Call History** or **Address Book** dialog boxes and then click the **Add to Memory** button.
- ◆ To delete the numbers listed, click **Delete items** from the menu. In the dialog box that appears, select the numbers you wish to remove from the Memory Menu.

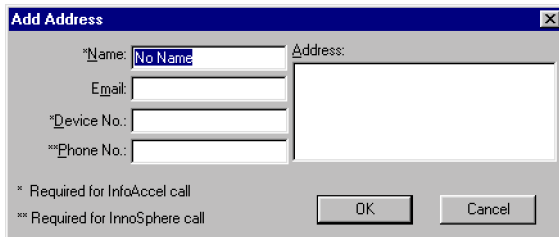
Address Book

Click the Address Book icon to show the BuddyTalk Address Book dialog box:

- ◆ To speed dial someone in your Address Book, select the desired entry and then click either the Call by PC-to-PC or Call by PC-to-Phone button.
- ◆ To manually add new BuddyTalk users to your Address Book, click the New Address button and then complete the Add Address dialog box.



If other users click the **Do not disclose Address, Phone Number and E-Mail Address information in Global Search** option in *Enter User and Device Information* on page 9, you will not be able to add or view this information in your address book when using Global Search.

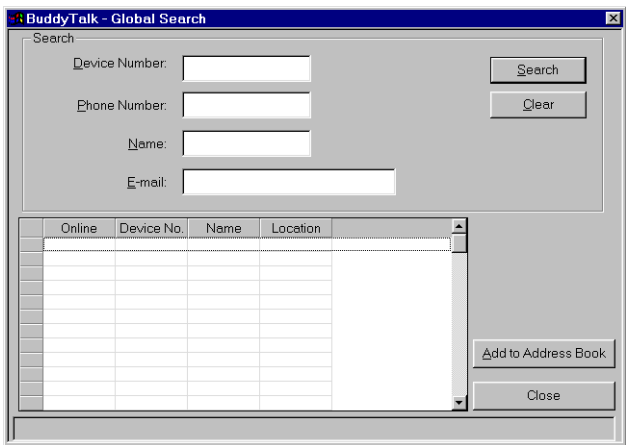


- ◆ To edit an entry which is already in your Address Book, click the **Properties** button and then modify the information in the **Edit Address** dialog box.
- ◆ To save a copy of your Address Book, click the **Save Address Book** button. This ensures that you still have a copy of the address book if it is corrupted or deleted while installing other programs.
- ◆ To add a number as a speed-dial number in the Memory Menu, click the **Add to Memory** button.
- ◆ To manually update the online user status, click the **Refresh** button. Online users are highlighted in green.

Global Search

Click the **Global Search** icon to show the **Global Search** dialog box. The **Global Search** allows you to browse or search through all other members of the BuddyTalk community of users. Only the first 50 records found in any search will be displayed.

You can search using any portion of the person's name or address. However, if you search using the Device Number, Phone Number or E-mail address, the information entered must be complete and correct. You can enter search data in more than one field to narrow your search results if the person you are searching for is not in the first 50 records.



If other users click the **Do not disclose Address, Phone Number and E-Mail Address information in Global Search** option in *Enter User and Device Information* on page 9, you will not be able to add or view this information in your address book when using Global Search.

Options

Click the **Options** button to show the Options pop-up menu. The following describes the various options available:

Enable/Disable Incoming PC-to-PC Call—To receive incoming calls made by another BuddyTalk user, select the **Enable Incoming PC-to-PC Call** option (a check mark will appear beside it).

If you do not wish to receive incoming calls, select the **Disable Incoming PC-to-PC Call option**. The check mark toggles between these two options.

Dial-up Networking—Click this option to show the **Dial-up Networking** dialog box. You can specify your Dial-up Networking connection setting from here to dial out to your ISP.

- ◆ Select your dial-up networking connection (if any) from the **Windows Phone Book** entry field. The rest of the settings will be retrieved from your Windows system.
- ◆ When you try to make a call while you are not connected to the Internet, this dialog box will appear. If you have previously selected the **Dial up automatically** check box, dial-up is initiated immediately. If you clear this check box, you must click the **Dial** button to initiate the dial-up when this dialog box appears.

Check PC-to-Phone Calling Rates—Click this option to visit the BuddyTalk Calling Rates web site.

Recharge Account—Click this option to buy more BuddyTalk Calling Credits.

BuddyTalk Customer Service Helpdesk—Click this option to visit the BuddyTalk Services web site.

Device Configuration—Click this option to show the Device Configuration dialog box. You can modify your personal and account information, and e-mail configuration here.

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Appendix A: Using BuddyTalk Behind a Firewall

BuddyTalk supports usage behind most firewalls. However, due to the overwhelming number of firewall vendors in the market, the steps to configure your firewall may not be the same as other firewalls. Please consult with your firewall documentation or contact technical support for your firewall if you are unsure how to perform the necessary adjustments.

InnoMedia provides no guarantees, express or implied, that BuddyTalk will operate correctly with your firewall. Also note that opening ports on your firewall exposes your computer(s) to potential security loopholes. InnoMedia takes no responsibility for any damage incurred due to hacker penetration of your firewall. The following instructions are provided as guidelines for configuring your firewall to accommodate BuddyTalk operation:

1. Your firewall must support port mapping or forwarding.
2. Most firewalls have DHCP as their default configuration. DHCP allows your firewall to dynamically assign a virtual IP address to your PC. It is highly recommended that you assign a static virtual IP address to your PC, as you will need to map ports to a single static address. Consult with your firewall documentation for details.
3. Configure your firewall to map the following ports to the IP address of the PC that is using BuddyTalk:

UDP Port 8481

UDP Port 8995

4. You are ready to make and/or receive calls through your firewall.

Please note the following limitation when operating BuddyTalk behind a firewall:

Only a single BuddyTalk client may be operated behind the firewall at any time.

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Appendix B: Troubleshooting

This chapter provides some basic troubleshooting steps for your BuddyTalk. For the latest information, please consult the README file located in the software installation folder.

BuddyTalk does not work properly

Cause: The BuddyTalk software may not be installed properly.

Solution: Remove and reinstall the BuddyTalk software as described in the section “Uninstalling and Reinstalling BuddyTalk Software” on page 9.

Calls cannot be made even though “LogOn OK” is displayed on the status screen of BuddyTalk. When the call is connected only one person can hear.

Cause: BuddyTalk supports operation behind a firewall. However, your firewall must be configured to accommodate BuddyTalk calls. Also, if both parties are behind firewalls then both firewalls must be configured properly.

Solution: Refer to Appendix A: Using BuddyTalk Behind a Firewall

The voice quality is poor

Cause: You may be connected to the Internet at an inadequate modem speed, experiencing heavy, ongoing Internet traffic, or you are using a modem that does not handle data traffic very well.

Solutions: Do the following:

- ◆ Adjust the volume level around midway in the BuddyTalk.
- ◆ Use a direct phone line for your dial-up connection. Do not tap the telephone line in parallel as this will reduce signal strength.
- ◆ Use an ISP that has low data loss rate and provides sufficient Internet bandwidth.

- ◆ Try not to use ISP dial-up connections and other applications that use push-technology, which continuously download Internet traffic to your PC.
- ◆ Test if the connection is improved by making a BuddyTalk call with all other programs closed (except for the BuddyTalk).
- ◆ Adjust/lower the modem speed to reduce error rate. This requires some experimenting.

If your modem is connected at 50 Kbps or higher, try to reduce the connecting speed to between 40 Kbps and 48 Kbps. Connecting the modem at high speed will increase error rate, and therefore, cause the modem to spend more time performing error correction.

- ◆ Try to use a serial modem as PCI modems may be subjected to interference signals generated by the system.

PC-to-Phone calls work fine, but PC-to-PC calls will not connect

Cause: It may be due to the following:

- ◆ Although the other BuddyTalk user may be connected to the Internet, he may have disabled incoming PC-to-PC calls.

Solutions: Do the following:

- ◆ Make sure that the other BuddyTalk user has selected the **Enable incoming PC-to-PC call** in the **Options** menu of the BuddyTalk.

I can't contact another BuddyTalk user even though my address book indicates that he/she is ONLINE.

The other BuddyTalk user may have disconnected from the Internet before closing the BuddyTalk and thus his or her Internet connection status was not updated in the directory server. Wait a short while and the correct status should be reflected in the address book.